

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| In re the Application of: | Confirmation No.: 7360 |
| Brent MAGOUIRK <i>et al.</i> | Group Art Unit: 3623 |
| Application No.: 10/052,577 | Examiner: Johnna R. LOFTIS |
| Filed: January 18, 2002 | Attorney Docket. No.: P68364 |
| For: CUSTOMER MANAGEMENT SYSTEM | |

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 23313-1450

SUBMISSION ACCOMPANYING RCE FILING UNDER 37 CFR §1.114

Dear Commissioner:

Reconsideration and withdrawal of the rejections made in the final Office Action dated February 27, 2009 are respectfully requested, in view of the following amendments and remarks.

This Submission is being timely filed concurrently with a three-month extension of time, a Request for Continued Examination Under 37 CFR §1.114 and the requisite fees therefor. As the statutory period for response to the final Office Action expires August 27, 2009, this Submission is timely filed under extension. The Commissioner is hereby authorized to charge any deficiency in fees necessary to preserve the pendency of this application, or credit any overpayment, to H&A Deposit Account No. 50-2929, making reference to Attorney Docket No. P68364.